



Lemon

**A LEADING CONTACT CENTRE
FOR THE FUNERAL INDUSTRY**



OUR EXPERIENCE

At Lemon Contact Centre, we take pride in our extensive experience working with funeral service providers across the UK since 2003. Our commitment to delivering exceptional customer service has allowed us to develop a deep understanding of the unique challenges and sensitivities that funeral directors face. We recognise that supporting families during their most vulnerable moments requires not only expertise, but also compassion and empathy.

We understand that calls can come at any time, and it is crucial that they are answered promptly and professionally. Our dedicated 24/7 operations team is trained to handle both pre-need and at-need enquiries with the utmost care, ensuring that families receive the support they need when they need it most. By diverting calls to our team during busy periods or outside of normal operating hours, we help funeral directors maintain a high level of service without overwhelming their on-call staff.

Quality assurance is at the heart of everything we do. Lemon Contact Centre holds ISO9001 certification for quality management and ISO27001 certification for information security, ensuring that all communication is handled with the highest standards of quality and data protection. Our comprehensive performance reports also provide clients with clear insights into service delivery, allowing them to manage their budgets effectively.

“ I’m extremely proud of the partnerships we have built across the funeral sector over the last two decades, and the families that we have helped serve. ”

Martin Anderson, Co-Founder & CEO





WHAT WE DO

Call Answering

We blend cutting edge technology with the passion and professionalism of our agents to deliver compassionate customer service. Our approach enables real human connections powered by real conversations, not scripts, with a focus on empathy and compassion.



Email Management

At Lemon, we can help you harness the power of email to enhance communication efficiency and improve the overall customer experience. Our team handles incoming emails promptly and professionally, ensuring that enquiries are responded to with the same empathy and care as our phone services.



Messaging Apps & SMS

Messaging apps provide an efficient and secure platform for communicating. By utilising popular messaging services such as WhatsApp and Facebook Messenger, Lemon supports funeral directors with the ability to offer real-time, convenient communication channels that meet the expectations of today's clients whilst continuing to provide compassionate care and support.

Web Messaging

At Lemon, we help integrate web messaging into our client's customer service solutions to help funeral directors offer an easy and accessible way for families to reach out directly through their funeral home's website. This enables real-time conversations without the need for phone calls or in-person visits, providing a discreet and convenient communication option that is especially valuable during difficult times.



Business Process Outsourcing

Our business process outsourcing (BPO) services provide funeral companies with a comprehensive, compassionate, and efficient solution to manage their customer communications and operational challenges. Our focus is on transferring administrative tasks freeing up in-house teams, and allowing them to focus on delivering empathetic care and family support.



MOBILISATION MADE EASY

At Lemon, we take pride in delivering a seamless transition for both you and your clients. From day one, a dedicated account manager will be assigned to your project, working closely with you to coordinate all required resources and ensure adherence to the agreed mobilisation timeline.

Guided by the six key segments of our on-boarding plan, they will focus on providing a first-class implementation experience and maintaining excellence throughout our partnership.



HOW LEMON CAN SUPPORT THE FUNERAL INDUSTRY

24/7 Call Answering & Email Management

Lemon provides around-the-clock call answering and email management services, ensuring that funeral directors can focus on their core duties while knowing that all inquiries are handled professionally and empathetically, 24 hours a day, 365 days a year.

Customer Care & Support

We harness over 20 years of experience in the funeral sector to provide empathetic customer service support. Our team receive bespoke empathy training, ensuring that they have the skills to best support families in their time of need.

Customised Solutions

Lemon offers bespoke call management solutions tailored to the specific needs of funeral directors. This includes handling both pre-need and at-need processes with sensitivity and expertise. We work closely with clients to understand their current barriers and develop procedures that support the family experience.

Efficiency & Work-Life Balance

By handling out-of-hours calls, we help improve the work-life balance of in-house teams. Through fielding non-urgent calls and passing urgent matters, we ensure on-call operatives are only disturbed when it matters the most, reducing stress and ensuring funeral directors are not called out unnecessarily.

Quality Assurance & Data Security

Lemon is certified with ISO 9001 for quality management and ISO 27001 for information security, ensuring that all interactions are handled with the highest standards of quality and data protection. Comprehensive performance reports and transparent invoicing provide funeral directors with clear insights into service delivery and budget management.



TECHNOLOGY

At Lemon, we are dedicated to delivering exceptional customer service solutions by combining top talent with cutting-edge technology. As part of this commitment, we have made substantial investments in our technology infrastructure.

This investment includes migrating our infrastructure and systems to the cloud, deploying the world-class Genesys Cloud contact centre platform, and implementing Grafana, an accessible analytics and interactive dashboard application. These technologies empower us to provide unparalleled service and insights for our clients.

We collaborate directly with funeral service companies to identify the optimal technology needed to deliver exceptional service. Whether integrating with their existing systems or leveraging our Genesys Cloud platform, our solutions are complemented by bespoke tools, including our proprietary database, diagnostics tool, and knowledgebase applications.

Our technology is built for seamless integration, and our agents are adept at working across a variety of third-party systems, ensuring efficiency and adaptability in every interaction.





ISO CERTIFICATIONS

We are committed to upholding and exceeding international standards in the form of ISO certifications, as well as PCI DSS compliance for secure card payment processing and GDPR compliance for data protection. Furthermore, our ISO certifications are awarded by UKAS-accredited auditors, providing you with complete confidence in the quality and security of our services.

When you outsource, you entrust a third party with access to your data. At Lemon, we have the expertise and robust technical controls necessary to ensure its safety and security.



Certificate Number 19365

ISO 9001 – Quality Management

ISO 9001 outlines a comprehensive quality management framework that underscores our commitment to service excellence. It ensures we consistently meet customer expectations while fostering continuous improvement in our performance.



Certificate Number 19365

ISO 27001 – Information Management Security

ISO 27001 is the globally recognised gold standard for securing information. Achieving this certification demonstrates our unwavering commitment to safeguarding your information assets, giving you peace of mind that your data is protected.



“ Throughout the business, Lemon appear to be a kind and caring organisation, interested in both their clients and staff, an important, often overlooked, trait. We would highly recommend Lemon. ”

Leading National Funeral Service

SERVICE PACKAGES

	BRONZE	SILVER	GOLD	PLATINUM
Dedicated agents				✓
Shared agents	<1000 mins	1000 to 5000 mins	>5000 mins	Overflow optional
24/7 support	✓	✓	✓	✓
Call handling	✓	✓	✓	✓
Email management		✓	✓	✓
SMS		✓	✓	✓
Web messaging				✓
Messaging apps (e.g. WhatsApp)				✓
Third party systems and portals		Up to 5	Up to 5	Unlimited
Service level reviews	Biannually	Quarterly	Monthly	Weekly
Standard SLA	✓	✓	✓	✓
Bespoke SLA			✓	✓
Live dashboard			✓	✓
On-call matrix	✓	✓	✓	✓
Triage tool			✓	✓
Knowledgebase			✓	✓

Contact us:

 lemoncontactcentre.co.uk
 0800 612 7595
 zest@no-sour-business.co.uk





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